FACE TO FACE VISITS TO CHILDREN IN FOSTER CARE

CREATION DATE: April 5, 2006

Creating a New Contact for Foster Care Visit
Standard: All children/families will be visited by their Social Worker in their placement.

Pointers to Remember:

1. After any placement of a child, the Social Worker will visit the child weekly during the first eight weeks in their placement.
2. After the eighth week of the child in placement, the Social Worker will visit the child twice per month in their placement.
3. Children in institutional (residential treatment facilities) located 100 miles outside of the District of Columbia will be visited by the Social Worker twice per year in their placement.
4. Social worker must see the provider at least once during the month.
5. In the event there is a crisis within the child's placement (foster home), social worker will use his/her clinical skills to assess increasing number of visits to support and assist families.
6. Once you have attempted or completed a contact with a client or collateral involved in a Foster Care case (Client, Provider, Collateral or other service provider) this information should be recorded in the Contacts screen in FACES.
7. You can view it in several modules: I&R/MPD, Investigation, Workload, Case, Provider.

   The two types of Visits are:

   a. Attempted Visit: - when a worker has tried to visit a client, foster parent, provider, collateral or other participant face-to-face but actual contact was not made with the child or other individual.

   b. Completed Visit: - when a worker has successfully held a face-to-face meeting with a client, foster parent, provider, collateral or other participant involved with a case.

   (a) Click Select to record whom the contact is "in regards to", (which may be different from the participants).
   (b) Before a "Collateral" is displayed on the contacts collateral picklist, the collateral must first be entered on the collateral screen.
   (c) Before a "Provider" is displayed on the Contacts Provider picklist, the child's placement must be recorded on the placement screen.
   (d) Contacts appear in the Investigation and in the Case in FACES.NET.

In the following steps, we will enter a contact in FACES.NET detailing a visit made by a social worker of the Jackson family.

Enter a New Contact

Steps include:

Step 1: Place a case in focus from My Assignments from the left window pane in FACES.NET. Highlight the case, and then click on Show.

Step 2: Highlight the identified case from the Workload list grid.

Step 3: Click on the Show button to place the case in focus.

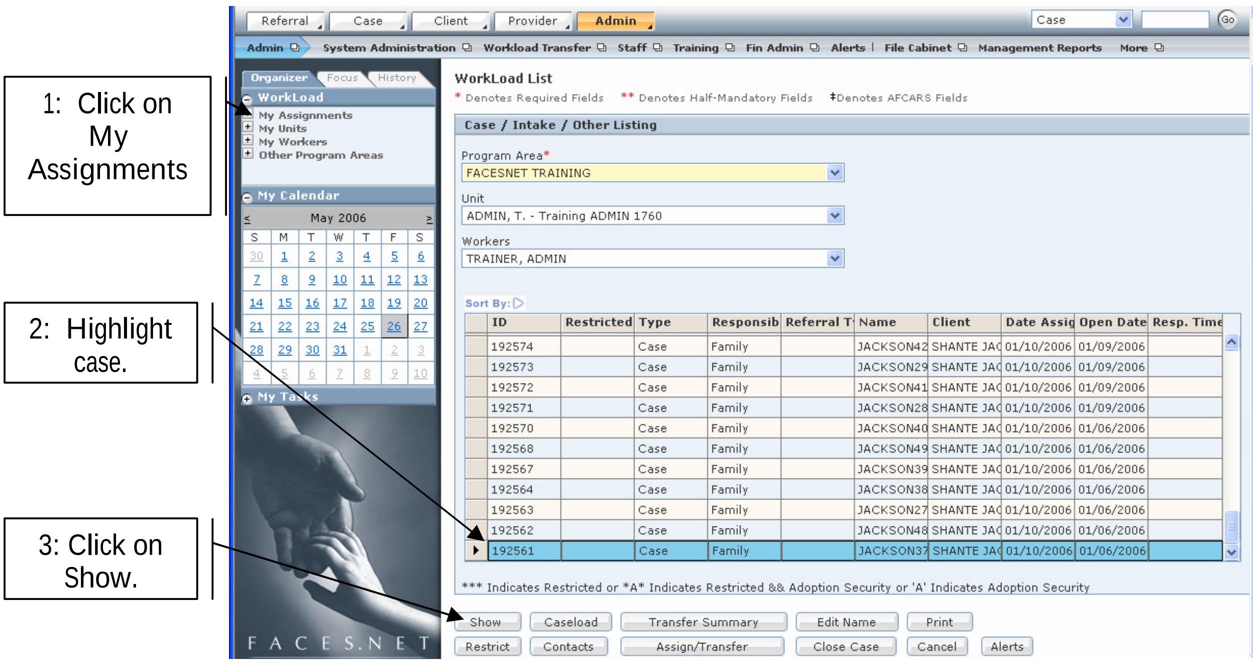

Figure 1

Step 4: Hold cursor over Case.

Step 5: Click on Contacts. (You will see the Selects the Client Contact pop up screen).

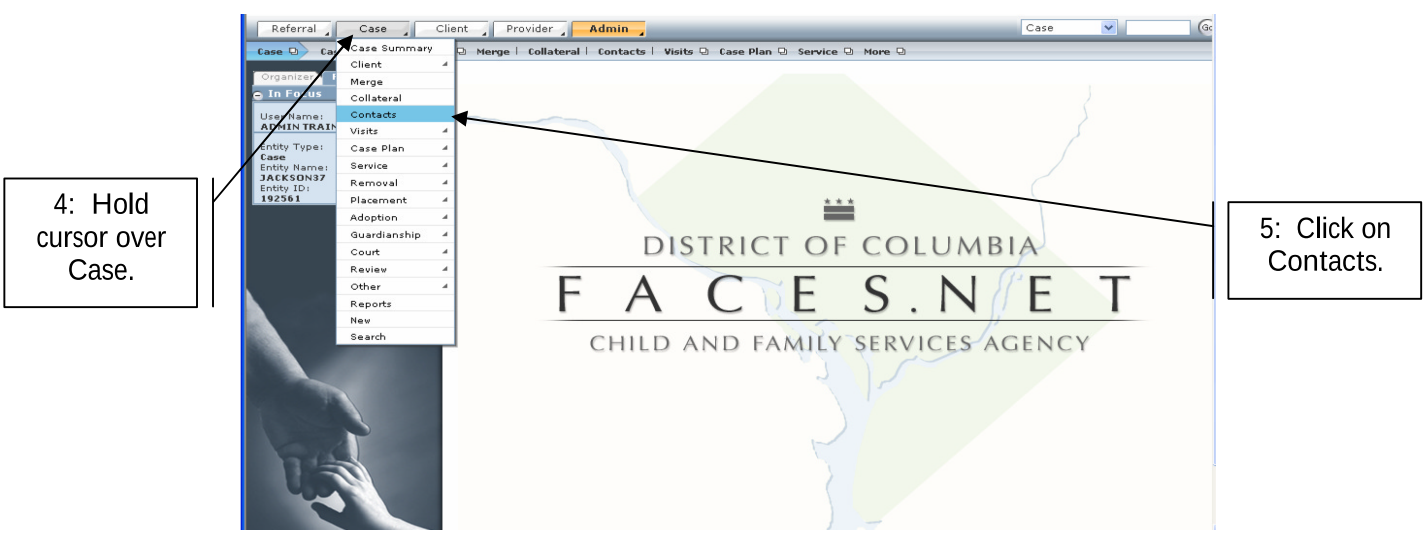

Figure 2

Step 6: Click on New to enter a new contact record.

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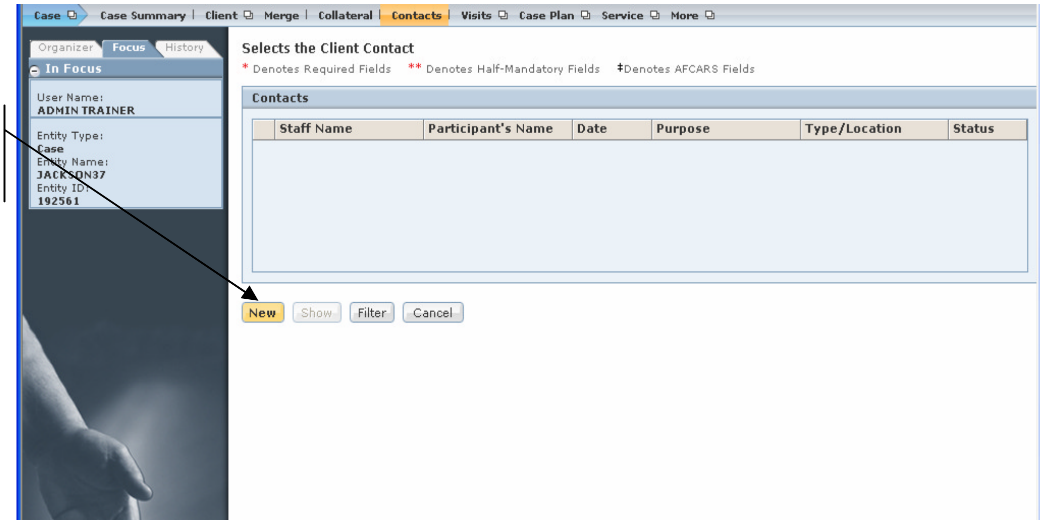

Figure 3

General Information/Contact Participants

Staff Name will default to the worker logged into the system. To select another staff person, use the Find button. (i.e.: If an SSA is entering information for the social worker).

Steps Include:

The Source field will default to Case, Intake/Referral, and Investigation/Assessment.

Step 1: Status – Click on the radio button to show attempted or completed.

Step 2: Type/Loc. – Click on the drop down picklist to choose the type of contact (Phone, Letter, Face to Face etc.)

Step 3: Date – Enter the date of the contact occurred.

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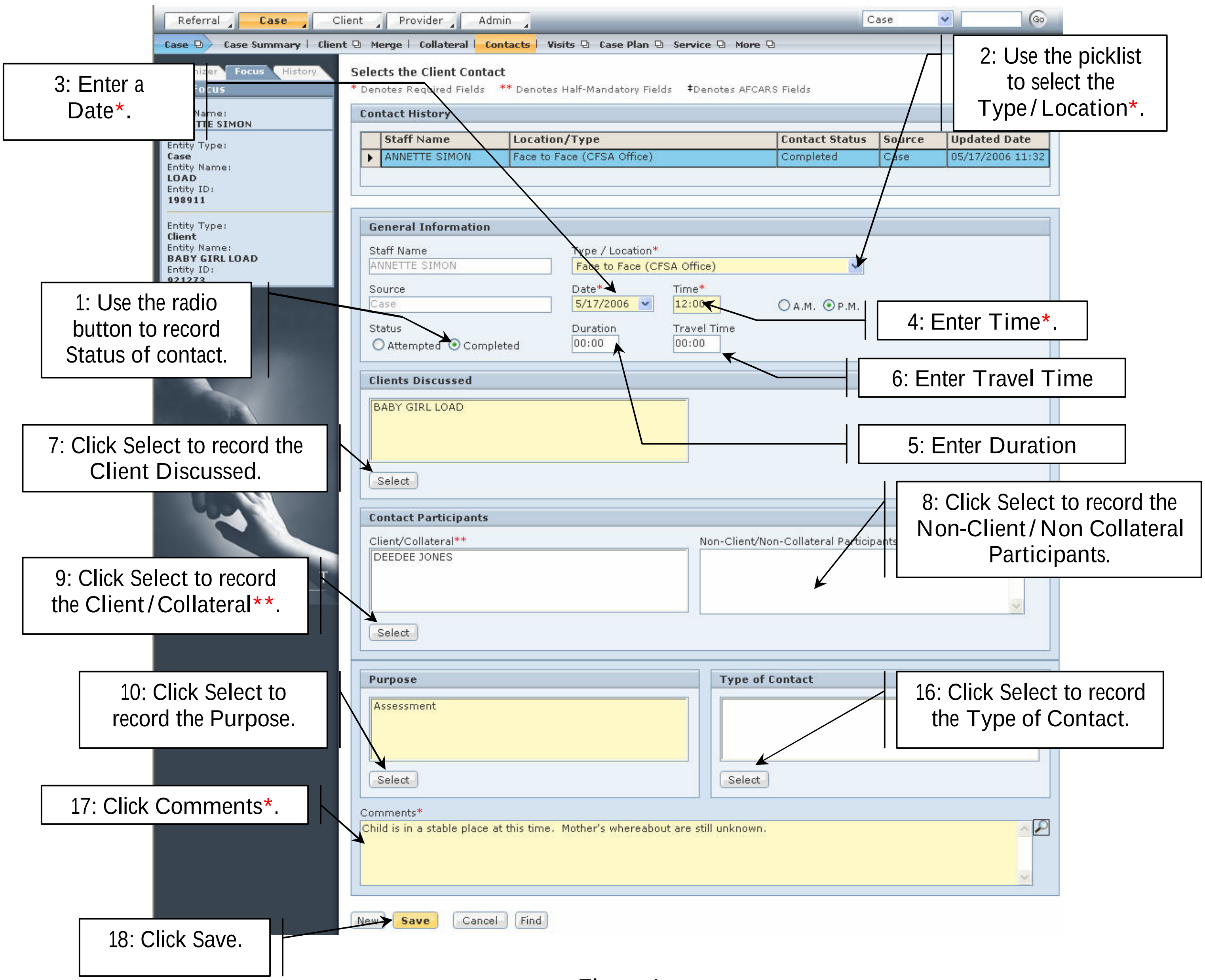

Figure 4

Step 4: Time – Enter the time the contact occurred.

Step 5: Duration – Enter the length of time the contact lasted.

Step 6: Travel Time – Enter the length of travel time if applicable

Step 7: Click Select to record the Clients Discussed.

Step 8: Click Select to record the Client/Collateral.

Step 9: Add any additional participants into the Non-Client/Non-Collateral Participants box by typing their names.

Step 10: Click Select to record the Purpose of the contact.

- The Select Contact Participants box will pop up. The radio button will default to client.

Step 11: Select the Available Values from that column; to select multiple values, hold down the [Ctrl] key while clicking the value needed.

Step 12: Click the right pointed double-arrow to place selected values on the Selected Values column.

Step 13: If you select an item in error, then click on selected value and click the left pointing double-arrow.

Step 14: Click Ok (when all values have been selected.)

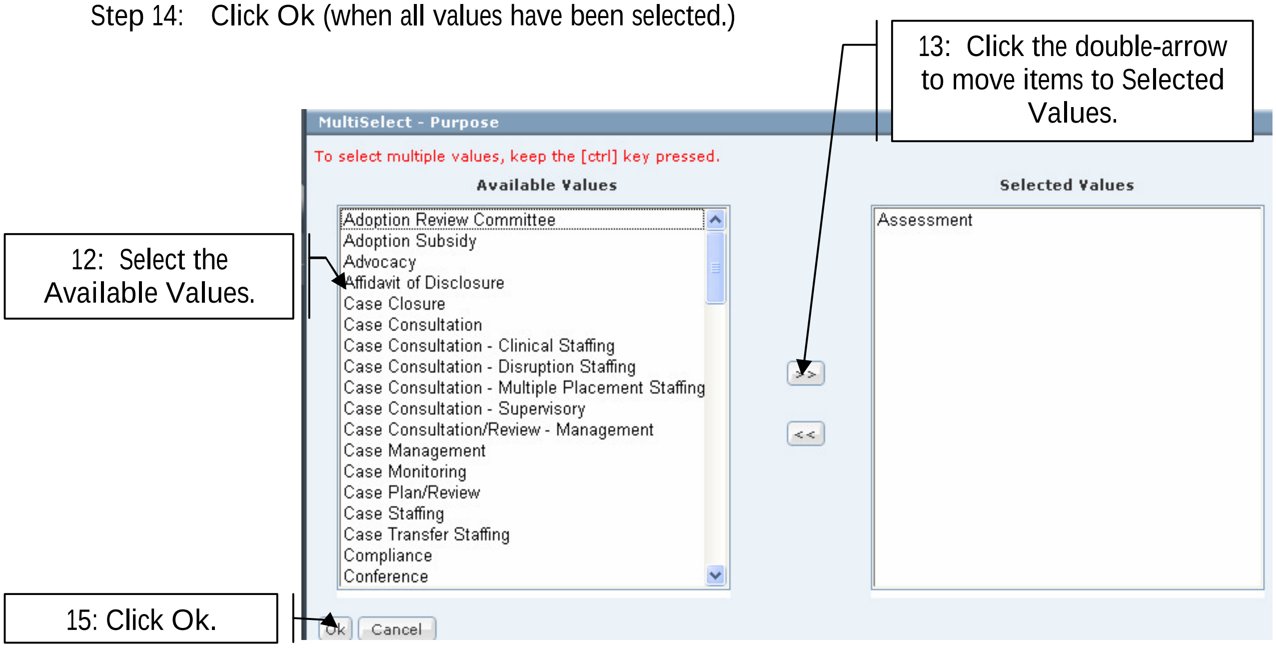

Figure 5

Step 15: Click Select to record the Type of Contact.

Step 16: Follow Steps 12 – 15.

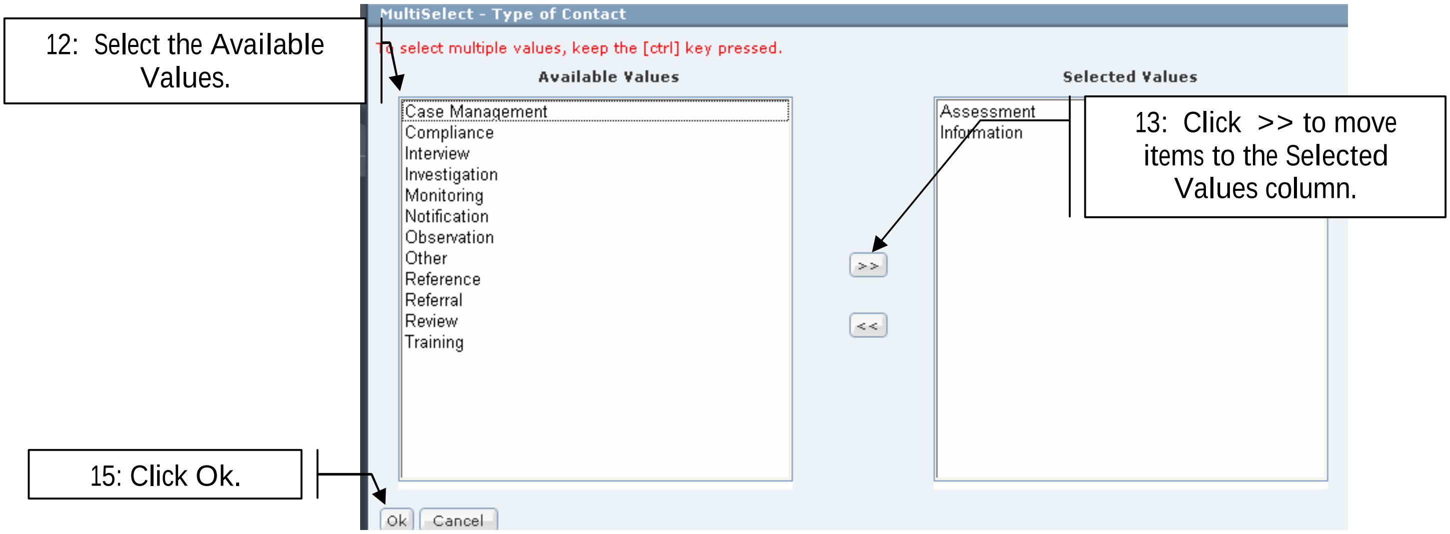

Figure 6

Step 17: Click Save.

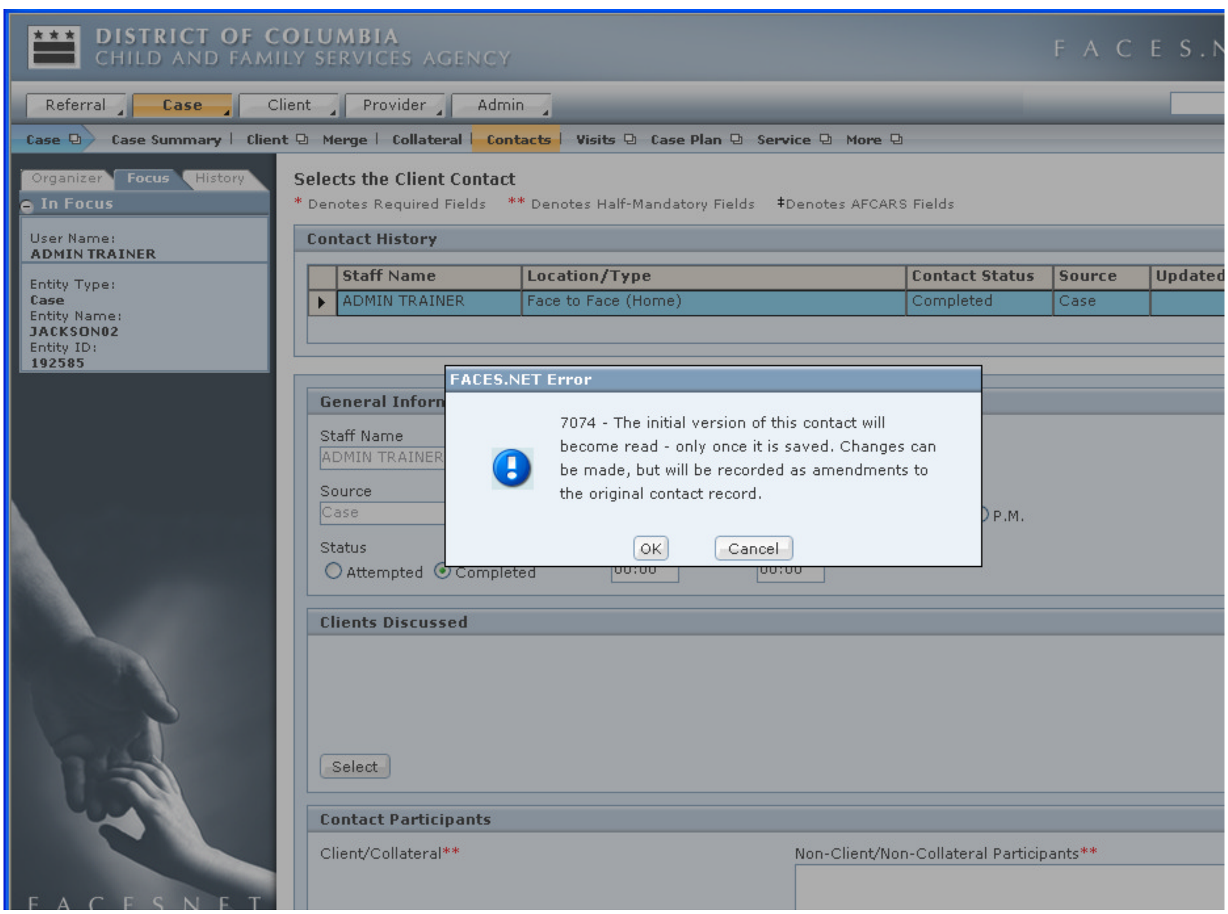

Figure 7

Step 18: A verification message will appear. Click OK to verify the change or click Cancel to return to the screen.

Note:

In order for a social worker's contacts/visits to count, three fields must be completed:

- The Type/Loc. field must be a 'Face to Face"
- The Status field must be "Completed".
- The clients with whom the social worker met must be entered into the Contact Participants field.

View a Contact/ Amend a Contact

Pointer to Remember:

Any changes made to a contact upon re-entering the screen will result in an amendment. FACES.NET will keep a record of each amendment to the Contact Screen.

Steps Include:

Step 1: Click Contacts.

Step 2: Highlight the contact to be viewed on the Select Contact pop up screen.

Step 3: Click Show.

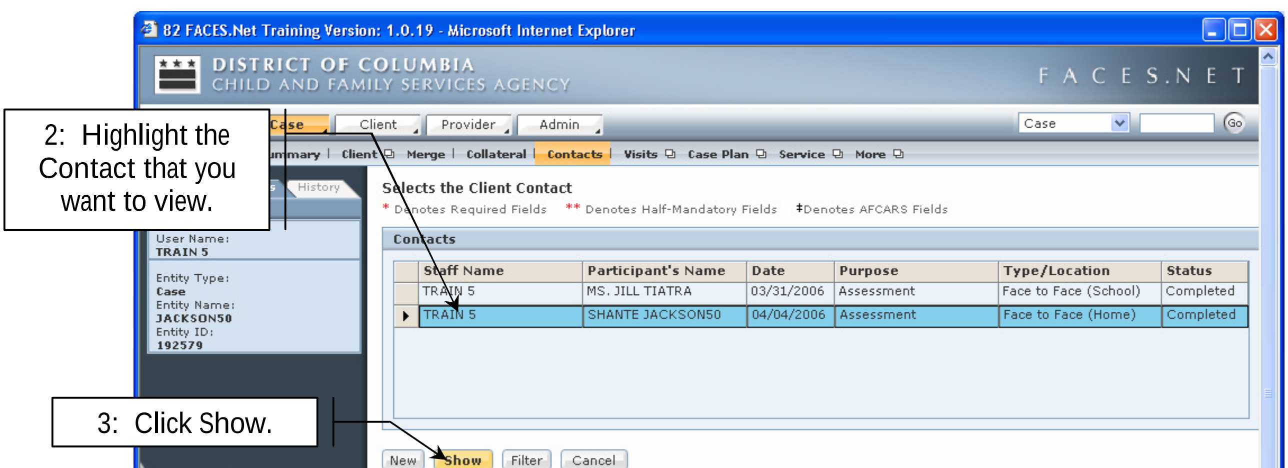

Figure 8

Step 4: View or make any necessary changes.

Step 5: Click Save if changes were made to the screen.

Step 6: A verification message will appear. Click OK to verify the change or click Cancel to return to the screen.

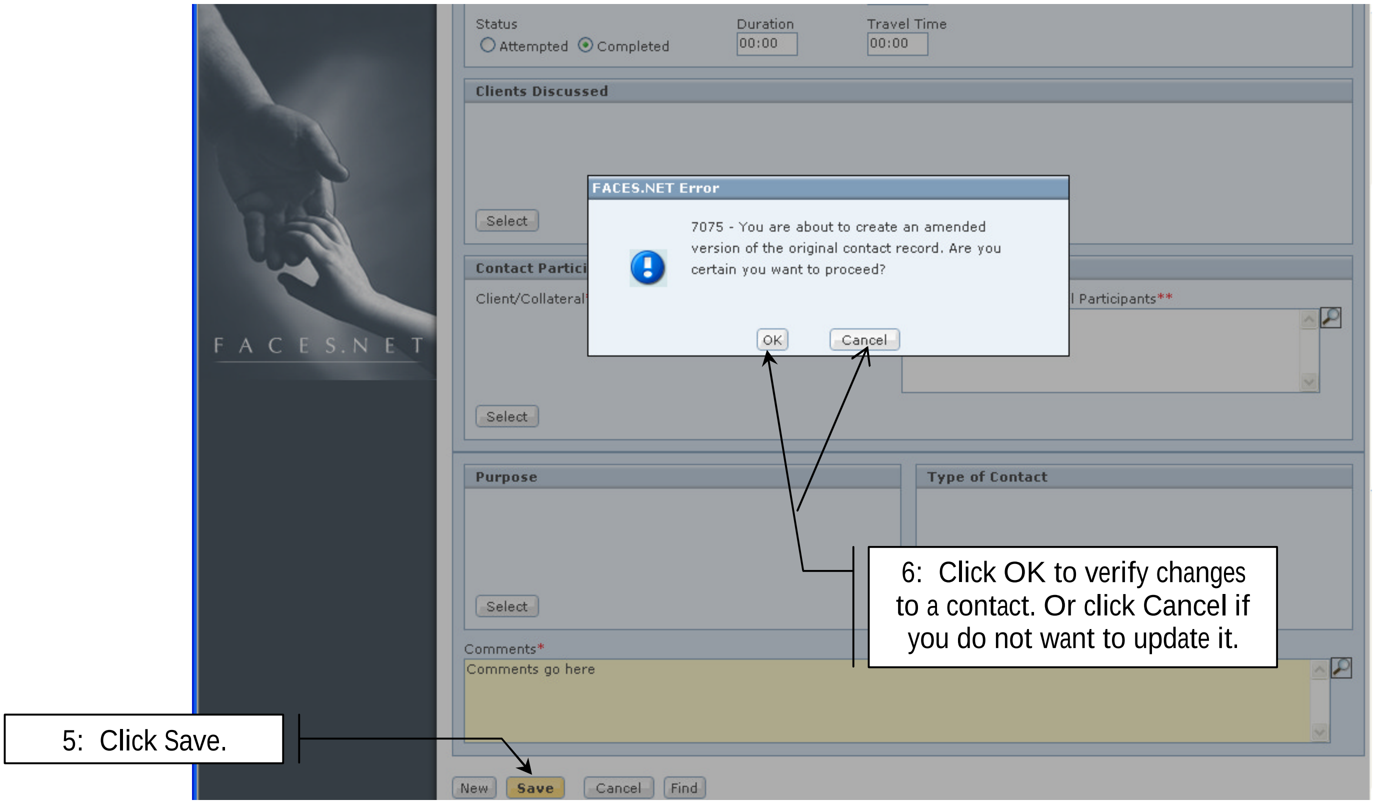

Figure 9

Note:

- Please refer to the Modified Final Order and Best Practice Implementation Plan in LaShawn A. v. Williams for policies and guidelines concerning the frequency of visits to children. This information can be found on the CFSA Intranet site.

Best Practice Reports Reference Guide

Data input for the above tip sheet will affect statistics recorded for Best Practice # IX.1.b and # IX.1.c – CMT165MS—Social Worker Visits to Children in Foster Care.

CMT165MS captures the following information:

- This report does not include children in 3rd Party Kinship Non-Foster Care.
- This report counts all completed contacts that are entered in the Contact Screen or the Visit Log where the child's name is listed as a participant.
- For the purposes of this summary, contacts with a status of "Cancelled" "No Show" or "Attempted" are not counted as contacts.
- If no information is entered in FACES.NET for a given record, the detail report will show a blank for that record.
- This report counts children in placement on the last day of the month and shows the visits that took place throughout the month.
- The numbers above represent information entered into FACES.NET as of the report run date. The numbers may change as further updates are made in FACES.NET.

- Children placed outside DC, Maryland and Virginia and Residential Treatment Facilities 100 Miles outside the District are excluded from the visitation counts.